

Moving Ahead

THE AMERICAN PUBLIC SPEAKS ON ROADWAYS
AND TRANSPORTATION IN COMMUNITIES



U.S. Department of Transportation
Federal Highway Administration

Publication No. FHWA-IF-01-014



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During the past several years, there has been a growing commitment within the highway community to build a better understanding of transportation system performance from the perspective of the user. *Moving Ahead: The American Public Speaks on Roadways and Transportation in Communities* presents the results of a study based on three public surveys the Federal Highway Administration (FHWA) conducted in 2000.

The study objectives were designed to:

- ~ Provide national measures of public satisfaction with the nation's highways, community transportation systems and options, and access to and travel on Federal lands.
- ~ Describe travel patterns.
- ~ Understand how community transportation systems affect where people live and work and, thus, indirectly affect community development.
- ~ Identify the public's priorities and preferred approaches to solving transportation.

The findings include information on public opinion about characteristics of the transportation system and measures of customer satisfaction. Highlights from the study include:

Levels of Satisfaction

- ~ Sixty-five percent of highway travelers are satisfied with the major highways they travel most. This represents an increase of 15 percentage points since completion of a similar 1995 study conducted by the National Partnership for Highway Quality (NPHQ), formerly the National Quality Initiative.

- ~ Increases in traveler satisfaction were found in areas such as pavement conditions, safety, bridge conditions, visual appeal, and travel amenities. The survey also identified safety as an area of importance to the public.

Areas for Improvement

While two out of three people are satisfied with the overall condition of the highway system, travelers pointed to several areas that require attention:

- ~ Most respondents think their community's transportation system could improve in meeting the needs of most people, people with disabilities, and children and young adults who do not drive.
- ~ Travelers want more improvements to traffic flow, continued improvements in pavement conditions, and more effective ways to deal with or to decrease traffic in work zones.
- ~ Travelers also want highway projects that are more sensitive to local communities and transportation enhancements in their communities such as transit services and bicycle and pedestrian facilities.
- ~ Maintenance response time also emerged as an area of concern that should be monitored for opportunities for improvement.
- ~ Visitors to national parks and national forests were very satisfied with access to and within these areas but expressed a desire for improving driving safety, primarily through providing more roadway signs and pavement markings.



For more information

The report ***Moving Ahead: The American Public Speaks on Roadways and Transportation in Communities*** is posted on the Internet at <http://www.fhwa.dot.gov/reports/movingahead.htm>

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